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*DFW*

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Steven Knowles et al.                      Art Unit : 3753  
Serial No. : 10/643,091                                      Examiner : Michalsky  
Filed : August 19, 2003  
Title : SERVICE SYSTEM AND METHOD

U.S. Patent and Trademark Office  
220 20th Street S.  
Customer Window, **Mail Stop AF**  
Crystal Plaza Two, Lobby, Room 1B03  
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AMENDMENT IN REPLY TO ACTION OF AUGUST 27, 2004

Please amend the above-identified application as follows:

*OK to  
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